

9.01: Record Keeping

Home Inspectors and Associate Home Inspectors shall maintain a copy of all Reports of Home Inspections performed and all Reports reviewed by them for a period of not less than three years from the date of the initial inspection.

9.02: Initiation

Any person, organization, agent or employee of the *Division*, or member of the *Board* may file a complaint or provide information to the *Board* which alleges misconduct by a *Registrant*. The *Board's* complaint form shall request the name, address, and telephone number of the party filing the complaint and a detailed description of the alleged act(s) which prompted the complaint and must be signed by the complainant or an authorized representative. The *Board*, at its discretion may investigate anonymous complaints.

9.03: Inquiry and Investigation

After receipt and review of a written complaint, the *Board* shall conduct or cause to be conducted any reasonable inquiry or investigation it deems necessary to determine the truth and validity of the allegations set forth in such complaint. If the *Board* or an authorized agent of the *Board* determines that the complaint is lacking in merit, it may close the complaint.

9.04: Request for Response and Response

If the *Board* or its duly authorized agent determines that a complaint has merit, the *Board* or its duly authorized agent may request that the *Registrant* who is the subject of the complaint provide a response to the complaint. A *Registrant* may respond to a request for response either personally or through an attorney. A response must address the substantive allegations set forth in the complaint or request for response and be provided in writing and in a timely manner in accordance with such request.

9.05: Informal Conference

To facilitate disposition, the *Board* or its duly authorized agent may request any person to attend an investigative conference to discuss the complaint and response at any time prior to the commencement of a formal hearing conducted pursuant to M.G.L. c. 30A.

9.06: Disposition of Complaints

At any point during the course of an investigation or inquiry into a complaint, the *Board* or its duly authorized agent may determine that there is not and will not be sufficient evidence to warrant further proceedings or that the complaint fails to allege misconduct for which a licensee may be sanctioned by the *Board*. In such event, the *Board* may

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dismiss or close its investigation of the complaint, and otherwise communicate with the registrant and/or the complainant as deemed appropriate by the ***Board***.

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9.07: **Board Action Required**

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If a ***Registrant*** fails to respond as requested by the ***Board*** or its duly authorized agent, or, after receipt of a response or at any point in the course of investigation or inquiry into a complaint, the ***Board*** or its duly authorized agent determines that there is reason to believe that the alleged acts occurred and constitute a violation for which a registrant may be sanctioned by the ***Board***, the duly authorized agent or the ***Board*** may issue an order to show cause or offer to resolve the complaint by consent agreement or otherwise informally resolve the matter.

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REGULATORY AUTHORITY

M.G.L. c. 13, § 96, c.112, §§ 221 through 226.